

UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
BACHELOR OF ARTS (SOCIAL SCIENCE) YEAR 2

FINAL EXAMINATION PAPER: DECEMBER, 2016

**TITLE OF PAPER: ORGANISATIONAL THEORY AND
BEHAVIOUR**

COURSE CODE: PA 204

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: 1. ANSWER FOUR (4) QUESTIONS:

**2. ALL QUESTIONS CARRY EQUAL MARKS
OF TWENTY FIVE (25) EACH**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS
BEEN GIVEN BY THE INVIGILATOR**

1. Organizations govern human society and they are pervasive in almost all human existence and activities. Explain this and discuss the characteristics of organizations . Give reasons for the study of organizations. (25 marks)

2. Distinguish between Organisational Theory and Organizational behaviour. (25 marks)

3. Discuss the four major principles of the Scientific Management Theory. How does this differ from Classical School of organizational theory? (25 marks)

4. Henri Fayol argued that all types of organizations can be managed by his set of 'universal principles of management'. Discuss any six (6) principles of management advanced by the scholar. (25 marks)

5. What are the three fundamental assumptions which form the basis of Maslow's theory of human motivation? Explain Maslow's Hierachy of needs. (25marks)

6. Discuss the major elements of Max Weber theory about bureaucracy. Are they the most efficient method of organizing work and managing people. (25marks)

7. There are factors that affect the external and internal environment of organisations. What are these and what are the peculiarities of the environments of African organisations? (25marks)

8. There are peculiarities in the environment within which African organizations exist. What are these and explain why we need to study the environment within which organizations exist. (25 marks)